



CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager

Richard C. Rossi, Deputy City Manager

October 3, 2008

To the Honorable, the City Council:

I am pleased to transmit the results of the 2008 bi-annual Citizens Opinion Survey. I have also included an aggregated summary that categorizes the response percentage of "Excellent or Good" and "Don't Know" or "Never," if statistically significant (10% or more). I have also included the average results of the first four surveys along with the percent of increase in each category.

It is a tribute to the good work of the City Council and Administration to see that the results of the Citizen Survey are trending positively as compared to the results of the same survey in 2000, 2002, 2004, and 2006.

Achieving a response in the categories of "Overall Quality of Life" of 91% and "As a Place to Live" of 92% as either "Excellent or Good" is significant.

I look forward to discussing the survey result at the Government Operations and Rules meeting.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec
Attachments

TOPLINE

OPINION DYNAMICS
ODC #7007

CITY OF CAMBRIDGE
SEPTEMBER 2008

Interviewing dates: September 6, 2008 – September 7, 2008

Sample size: N=400

1. What do you think is the single most important issue facing the City of Cambridge today—the one that affects you and your family the most?

	<u>Sept 2008</u>	<u>Sept 2006</u>	<u>Oct 2004</u>
Education	23%	19%	16%
Housing/Affordable housing/Rent control	13	22	23
Crime/Drugs/Public safety	10	4	5
Parking/Traffic/Infrastructure/Condition of roads	7	7	8
Taxes	5	11	3
Economy	4	2	2
High cost of living	3	3	3
Overdevelopment	2	2	2
Fuel/Energy prices	1	-	-
Homelessness/Poverty	1	-	1
Public transportation	1	1	1
Healthcare	1	2	1
Government/Election/Politics	1	3	3
Environment	1	3	1
Noise pollution	1	-	-
Lack of open space	1	-	-
Managing energy	1	-	-
Better management of city services	1	-	-
Diversity/racism	-	2	1
War/terrorism/national security	-	-	1
Homelessness/poverty	-	-	1
Welfare/social services	-	-	1
Employment	-	-	1
Children's issues	-	-	1
None/Nothing	1	1	-
Other	7	1	2
(Don't know/Refused)	15	19	24

Please rate the following on a scale of excellent, good, fair or poor:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
2. The overall performance of City government here in Cambridge.					
September 2008	12%	58	21	3	6
September 2006	12%	50	24	7	7
October 2004	9%	51	23	6	11
October 2002	6%	45	27	8	14
November 2000	5%	46	26	5	18
3. The overall quality of life in Cambridge.					
September 2008	32%	59	7	1	1
September 2006	32%	54	12	2	-
October 2004	30%	59	10	-	1
October 2002	28%	57	12	1	2
November 2000	24%	62	12	1	1
4. The overall quality of your neighborhood.					
September 2008	37%	46	14	3	-
September 2006	36%	48	12	4	-
October 2004	34%	51	12	3	-
October 2002	32%	48	17	2	1
November 2000	36%	49	13	2	-
5. Cambridge as a place to raise a child.					
September 2008	22%	42	20	4	12
September 2006	22%	45	21	4	8
October 2004	21%	44	19	5	11
October 2002	18%	43	17	7	15
November 2000	19%	44	19	4	13

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
6.	Cambridge as a place to live.					
	September 2008	43%	49	7	2	-
	September 2006	41%	45	10	3	1
	October 2004	42%	47	8	2	1
	October 2002	42%	44	10	3	1
	November 2000	39%	50	8	2	1
7.	Cambridge as a place to retire.					
	September 2008	21%	37	17	13	12
	September 2006	20%	30	20	15	15
	October 2004	16%	29	26	17	12
	October 2002	14%	31	21	22	12
	November 2000	13%	33	23	17	14
8.	Cambridge as a safe place to live.					
	September 2008	17%	55	24	4	-
	September 2006	19%	54	22	3	1
	October 2004	21%	58	17	3	1
	October 2002	24%	52	19	4	1
	November 2000	21%	62	15	1	1

Now using the same scale of excellent, good, fair or poor, please rate the following characteristics as they relate to **Cambridge**:

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
9.	A sense of community.					
	September 2008	16%	46	30	5	2
	September 2006	17%	47	30	3	3
	October 2004	18%	52	24	4	2
	October 2002	17%	45	29	6	3
	November 2000	10%	52	31	5	2
10.	A place welcoming to all races.					
	September 2008	38%	44	13	3	2
	September 2006	37%	46	13	2	1
	October 2004	37%	46	14	1	2
	October 2002	33%	46	15	3	3
	November 2000	32%	45	17	4	3
11.	Overall appearance.					
	September 2008	16%	64	16	3	1
	September 2006	19%	54	24	3	1
	October 2004	15%	68	14	2	1
	October 2002	13%	62	22	2	1
	November 2000	13%	64	21	2	1

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
12.	Quality of schools—K-12.					
	September 2008	8%	28	28	10	26
	September 2006	8%	31	27	10	24
	October 2004	8%	28	27	9	28
	October 2002	7%	31	18	7	37
	November 2000	10%	30	16	6	38
13.	Opportunities to attend cultural events.					
	September 2008	52%	40	6	1	1
	September 2006	51%	36	9	2	3
	October 2004	53%	37	7	1	2
	October 2002	47%	39	9	2	3
	November 2000	48%	40	8	2	2
14.	Shopping opportunities.					
	September 2008	30%	54	13	2	1
	September 2006	34%	45	16	4	1
	October 2004	23%	54	16	6	1
	October 2002	27%	49	18	5	1
	November 2000	26%	54	15	5	-
15.	Air quality.					
	September 2008	11%	61	21	4	2
	September 2006	9%	51	30	5	4
	October 2004	5%	56	31	5	3
	October 2002	6%	44	38	9	3
	November 2000	6%	55	31	6	2
16.	Open space/Recreation opportunities					
	September 2008	19%	52	24	5	-
	September 2006	22%	41	29	8	1
	October 2004	15%	45	31	8	1
	October 2002	13%	41	33	9	4
	November 2000	10%	42	33	12	2
17.	Job opportunities					
	September 2008	13%	41	23	5	18
	September 2006	9%	42	24	6	19
	October 2004	6%	39	27	7	21
	October 2002	6%	34	29	10	21
	November 2000	18%	45	19	4	15

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
18.	Access to affordable housing					
	September 2008	5%	19	38	30	8
	September 2006	4%	11	32	44	9
	October 2004	4%	11	29	50	6
	October 2002	2%	12	24	54	8
	November 2000	2%	7	24	63	4
19.	Economic development					
	September 2008	10%	49	22	4	15
	September 2006	8%	43	27	6	17
	October 2004	8%	52	20	5	15
	October 2002	9%	44	25	4	18
	November 2000	12%	54	20	2	11
20.	Cable television					
	September 2008	13%	34	21	11	21
	September 2006	11%	34	18	13	25
	October 2004	10%	30	20	15	25
	October 2002	10%	35	17	12	26
	November 2000	11%	34	21	10	25
21.	The balance between new construction and neighborhood preservation					
	September 2008	10%	50	25	11	4
	September 2006	6%	40	33	15	6
	October 2004	7%	45	27	12	9
	October 2002	8%	39	32	12	9
	November 2000	5%	39	32	17	8
22.	Ability to get around town					
	September 2008	37%	46	14	2	1
	September 2006	29%	45	20	5	1
	October 2004	28%	50	17	5	-
	October 2002	30%	48	16	6	-
	November 2000	28%	46	19	6	-
23.	Ability to participate in government					
	September 2008	16%	46	17	4	16
	September 2006	13%	43	19	5	20
	October 2004	13%	46	19	5	17
	October 2002	12%	40	22	5	21
	November 2000	8%	43	22	5	22

In the last 12 months, about how many times, if ever, have you or another household member done the following:

		<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
24.	Used the Cambridge public libraries.							
	September 2008	30%	6	7	26	11	20	1
	September 2006	31%	6	9	27	11	15	1
	October 2004	28%	4	7	28	13	19	1
	October 2002	36%	6	8	23	10	17	-
	November 2000	34%	6	7	25	10	17	-
25.	Used the city's recreational facilities.							
	September 2008	27%	3	4	25	13	26	2
	September 2006	29%	5	5	24	9	27	1
	October 2004	33%	3	4	27	9	19	5
	October 2002	37%	4	7	21	7	22	2
	November 2000	37%	5	6	22	7	21	3
26.	Participated in after-school programs or activities.							
	September 2008	72%	2	3	5	2	10	5
	September 2006	74%	1	1	5	3	12	3
	October 2004	73%	1	1	6	4	9	6
	October 2002	74%	1	2	7	3	7	6
	November 2000	75%	2	1	7	3	10	2
27.	Visited a neighborhood or city park.							
	September 2008	7%	2	6	32	17	36	-
	September 2006	9%	4	6	30	13	37	1
	October 2004	10%	3	6	26	15	39	1
	October 2002	10%	5	7	31	11	35	1
	November 2000	11%	3	4	30	12	39	2
28.	Rode a bus within the city.							
	September 2008	23%	2	8	22	9	35	1
	September 2006	21%	2	7	31	10	29	1
	October 2004	25%	7	6	24	5	32	1
	October 2002	24%	5	8	21	12	29	1
	November 2000	23%	4	10	19	8	36	1

		<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
29.	Attended a City Council meeting in person.							
	September 2008	77%	6	6	10	1	-	-
	September 2006	78%	8	5	8	1	-	-
	October 2004	77%	9	6	7	-	1	-
	October 2002	77%	9	6	6	-	1	1
	November 2000	83%	9	3	4	-	1	1
30.	Watched a City Council meeting on cable TV							
	September 2008	62%	8	7	16	3	4	1
	September 2006	59%	8	11	14	2	4	-
	October 2004	64%	10	6	15	1	2	2
	October 2002	62%	9	8	13	2	4	2
	November 2000	70%	8	6	11	2	3	1
31.	Used the Internet							
	September 2008	7%	-	1	3	5	85	-
	September 2006	11%	2	2	4	3	79	-
	October 2004	9%	-	1	4	5	79	2
	October 2002	17%	1	1	2	3	75	1
	November 2000	16%	-	-	1	2	81	-
32.	Visited the city of Cambridge web site							
	September 2008	24%	5	12	35	10	12	1
	September 2006	27%	6	12	32	8	14	-
	October 2004	40%	7	9	31	6	6	1
	October 2002	51%	9	11	22	4	2	1
	November 2000	67%	5	8	15	1	2	1
33.	Called a city department for service							
	September 2008	30%	10	17	36	3	4	-
	September 2006	28%	9	16	39	3	4	1
	October 2004	32%	11	16	31	5	3	2
	October 2002	37%	14	17	25	3	3	1
	November 2000	39%	12	12	32	3	2	1

34. How likely would you be to use the internet to complete financial transactions with the city of Cambridge—like paying parking tickets, paying tax bills and registering for various city programs? Would you be very likely, somewhat likely, not very likely, or not likely at all?

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Not very likely</u>	<u>Not likely at all</u>	<u>(DK)</u>
September 2008	51%	14	10	24	1
September 2006	49%	16	7	26	1
October 2004	40%	20	7	29	4
October 2002	40%	17	9	31	3
November 2000	38%	22	11	28	2

- 34a. Have you ever used the internet to complete financial transactions with the city of Cambridge, like paying parking tickets, paying tax bills, and registering for various city programs?

	<u>Yes, Very satisfied</u>	<u>Yes, Somewhat satisfied</u>	<u>Yes, Not very satisfied</u>	<u>Yes, Not satisfied at all</u>	<u>Yes, (ref)</u>	<u>No</u>	<u>(NS/Ref)</u>
September 2008	35%	12	-	-	-	52	2
September 2006	29%	6	-	1	1	62	1
October 2004	21%	7	1	1	-	69	1
October 2002	11%	6	-	1	-	81	1

Now, I'd like to read you one final list—dealing with various city services provided by Cambridge. Again using the scale of excellent, good, fair or poor, please rate each of these services:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
35. Police Department services.					
September 2008	26%	53	13	4	3
September 2006	23%	53	14	3	7
October 2004	22%	56	10	2	10
October 2002	21%	54	10	3	12
November 2000	15%	58	15	2	9
36. Fire Department services.					
September 2008	40%	48	3	-	9
September 2006	36%	46	5	1	12
October 2004	31%	47	3	-	19
October 2002	34%	46	2	-	18
November 2000	24%	53	3	-	19

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
37.	Garbage Collection.					
	September 2008	36%	50	10	2	2
	September 2006	29%	51	14	3	2
	October 2004	24%	61	11	2	2
	October 2002	24%	62	9	2	3
	November 2000	23%	65	7	3	2
38.	Recycling.					
	September 2008	37%	49	10	2	2
	September 2006	34%	51	11	2	2
	October 2004	32%	54	10	2	2
	October 2002	30%	50	12	5	3
	November 2000	28%	54	12	3	2
39.	Library services					
	September 2008	38%	39	6	1	16
	September 2006	38%	38	6	2	16
	October 2004	34%	43	6	-	17
	October 2002	30%	44	4	-	22
	November 2000	21%	54	9	1	16
40.	Recreational programs and facilities					
	September 2008	19%	51	10	2	18
	September 2006	20%	48	11	2	18
	October 2004	10%	54	14	1	21
	October 2002	10%	52	14	1	23
	November 2000	11%	51	14	2	22
41.	City parks and park maintenance					
	September 2008	27%	57	12	3	2
	September 2006	29%	53	14	1	3
	October 2004	23%	59	12	2	4
	October 2002	22%	58	12	2	6
	November 2000	17%	61	14	2	5
42.	Street maintenance and cleanliness					
	September 2008	13%	50	27	9	1
	September 2006	13%	42	34	10	-
	October 2004	9%	48	30	12	1
	October 2002	11%	50	28	10	1
	November 2000	10%	53	27	8	1

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
43.	Snow removal					
	September 2008	11%	49	29	7	5
	September 2006	11%	39	35	9	5
	October 2004	11%	53	21	7	8
	October 2002	14%	52	14	5	15
	November 2000	10%	46	23	10	12
44.	Ease of private car travel in the city					
	September 2008	6%	41	34	11	7
	September 2006	8%	32	33	18	9
	October 2004	5%	35	35	19	6
	October 2002	3%	29	38	21	9
	November 2000	3%	30	31	29	6
45.	Ease of public transportation in the city					
	September 2008	35%	47	10	3	5
	September 2006	23%	55	13	4	5
	October 2004	28%	54	12	2	4
	October 2002	31%	51	13	2	3
	November 2000	30%	53	13	2	2
46.	Animal control					
	September 2008	17%	46	9	5	23
	September 2006	15%	44	14	4	23
	October 2004	11%	50	10	3	26
	October 2002	11%	43	12	4	30
	November 2000	9%	50	12	5	25
47.	Parking and traffic regulation					
	September 2008	5%	44	32	15	5
	September 2006	5%	39	34	17	6
	October 2004	5%	33	33	24	5
	October 2002	5%	28	34	27	6
	November 2000	2%	29	31	35	3
48.	Senior services					
	September 2008	10%	29	6	1	55
	September 2006	9%	27	7	3	54
	October 2004	8%	25	7	2	58
	October 2002	8%	27	8	2	55
	November 2000	8%	27	10	-	55

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
49.	Planning and zoning					
	September 2008	6%	40	23	8	24
	September 2006	5%	32	24	8	31
	October 2004	4%	37	24	8	27
	October 2002	4%	32	26	7	31
	November 2000	3%	37	26	10	23
50.	Sidewalk maintenance					
	September 2008	6%	48	34	11	1
	September 2006	7%	44	35	11	3
	October 2004	8%	42	34	14	2
	October 2002	9%	41	32	15	3
	November 2000	6%	47	30	16	1
51.	Children and Youth services					
	September 2008	12%	35	10	2	41
	September 2006	12%	35	9	3	42
	October 2004	8%	36	11	1	44
	October 2002	7%	29	10	2	52
	November 2000	7%	36	13	-	44
52.	Health and Hospitals					
	September 2008	20%	57	10	2	10
	September 2006	20%	52	10	3	15
	October 2004	22%	49	10	1	18
	October 2002	20%	45	13	2	20
	November 2000	17%	51	12	2	18
53.	Schools and education					
	September 2008	10%	34	27	6	23
	September 2006	11%	34	25	9	21
	October 2004	10%	37	22	7	24
	October 2002	13%	35	15	8	29
	November 2000	15%	35	15	5	30
54.	Water/sewer services					
	September 2008	17%	57	13	5	8
	September 2006	16%	61	12	3	8
	October 2004	13%	60	14	4	9
	October 2002	13%	58	16	3	10
	November 2000	10%	66	15	3	6

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
55.	Public information					
	September 2008	17%	58	15	2	7
	September 2006	18%	59	13	3	6
	October 2004	14%	58	17	3	8
	October 2002	12%	55	20	4	9
	November 2000	9%	59	22	4	7

56. Would you agree or disagree with the following statement: I've wanted to conduct business with the City of Cambridge after regular business hours but I couldn't because city offices closed before I could get to them.

	<u>Agree</u>	<u>Disagree</u>	<u>(Don't know)</u>
September 2008	41%	44	15
September 2006	42%	45	12
October 2004	40%	43	17
October 2002	42%	36	22
November 2000	50%	31	19

57. When you need information or assistance with city-related issues or services, how do you go about seeking it?

Internet/City of Cambridge website	54%
Phone/Phone book	48
City Hall/Go to office in person	8
Word of mouth	1
City pamphlets/mailings	1
CCTV	1
(Other)	3
(Don't know/Ref.)	6

58. On a scale of 1 to 5, where 1 means *totally dissatisfied*, 3 means *neither satisfied nor dissatisfied* and 5 means *totally satisfied*, how would you rate your overall experience when interacting with city government?

	<u>1- Totally dissatisfied</u>	<u>2</u>	<u>3-Neither satisfied nor Dissatisfied</u>	<u>4</u>	<u>5 -Totally satisfied</u>	<u>(DK)</u>
September 2008	4%	4	37	38	11	7
September 2006	3%	6	36	32	15	7
October 2004	4%	5	34	32	14	11
October 2002	5%	6	38	26	9	16
November 2000	2%	6	46	31	6	9

(SKIP IF DK Q58. n=374)

59. Specifically, why do you feel that way?

	<u>1- Totally</u> <u>dissatisfied</u>	<u>2</u>	<u>3-Neither</u> <u>satisfied nor</u> <u>Dissatisfied</u>	<u>4</u>	<u>5 -Totally</u> <u>satisfied</u>
Quick to respond/Solve problems	8%	-	1	24	35
People are helpful/nice	-%	-	2	14	21
Some Positive/Negative experiences	-%	5	16	6	-
Don't interact with city govt.	-%	-	20	2	2
No problems/Satisfied	4%	5	1	13	18
Negative comments (gen)	21%	20	7	1	-
Slow to respond/Solve problems	4%	10	4	5	-
Good experience	-%	-	1	6	3
Good job/City runs well	-%	-	-	4	8
Accessible/Easy to get a hold of	-%	-	1	4	5
People not helpful/rude	-%	-	5	-	-
Not accessible	-%	5	2	1	-
Positive comments (gen)	-%	-	-	3	-
Long waits/lines	-%	-	4	-	-
School/education issues	4%	-	-	3	-
Bad experience (gen)	4%	10	2	-	-
Good service	-%	-	-	2	5
Helpful/good website	-%	10	-	1	3
Hard to get a hold of right people/dept.	-%	-	3	-	-
Traffic/Parking issues	-%	-	1	1	3
No changes/don't listen	14%	5	1	-	-
Listen/receptive	-%	-	-	2	3
Hours	-%	-	1	1	-
Political/bureaucratic	4%	-	1	1	-
Bad service/could be improved	-%	-	1	1	-
Communication issues	-%	5	1	1	-
Good information	-%	-	-	2	-
Know people in city	-%	-	-	1	2
Govt. doesn't care for people	-%	-	-	1	-
Issue unresolved	-%	-	1	-	-
People not heard	-%	-	1	-	-
Police issues	-%	-	1	-	-
Elderly services	-%	-	-	-	2
(Other)	-%	5	3	4	3
(Don't know/Refused)	41%	30	20	7	5

60. If you were speaking *directly* to the leaders of city government here in Cambridge, what are the two or three issues you would recommend that city government focus more attention on?

Education	27%
Housing/Affordable housing	15
Parking/Traffic	13
Crime/Drugs/Public safety	11
Condition of streets/sidewalks signs/lamps	7
Youth/Children's issues/After-school programs	6
Development/overdevelopment/Open space	5
Taxes	4
Trash/litter collection/street cleaning	4
Public transportation	4
Snow removal/Winter issues	3
Police issues	3
Homelessness	3
Pedestrian/Bicycle issues	3
Parks/Playgrounds/Dog parks	3
City beautification	2
Employment	2
Rent control/Rent	2
Support small/local business/business issues	2
Environment	2
Construction	2
Recycling	1
Low income housing	1
Zoning issues	1
Government/Election/Politics	1
Green buildings	1
Public works issues	1
Noise pollution	1
Healthcare	1
Cultural/racial/economic diversity	1
Rodent/pest control	1
Handicap accessible issues	1
Senior healthcare/senior issues	1
Economy	1
Library location/hours	1
High cost of living	1
Fuel/Energy prices	1
(Other)	7
None/Nothing	-
(Don't know/Ref.)	16

61. Are there any children under the age of 18 living in your household? (IF YES): Do they attend public schools, private schools, or parochial schools?

	<u>Yes.</u> <u>public</u>	<u>Yes.</u> <u>private</u>	<u>Yes.</u> <u>parochial</u>	<u>Yes. (any</u> <u>mixture of</u> <u>schools)</u>	<u>Yes.</u> <u>(refused)</u>	<u>No</u>	<u>(Ref)</u>
September 2008	15%	6	1	2	2	73	1
September 2006	18%	4	1	1	1	72	3
October 2004	12%	5	1	1	1	79	1
October 2002	12%	3	-	1	1	82	1

Now, I'd like to ask you some final questions for statistical purposes.

63. Sex:

Female	52%
Male	48

64. In which of the following categories is your age?

18-25	9%
26-35	15
36-45	26
46-55	16
56-64	16
65+	16
(Refused)	2

65. How many years have you lived in Cambridge?

(Less than 1 year)	3%
(1.1-2 years)	4
(2.1-5 years)	12
(5.1-10 years)	15
(10.1-20 years)	24
(20.1-30 years)	15
(Over 30 years)	18
(All my life)	9
(Don't know)	-

66. Do you own or rent your home?

Own	59%
Rent	38
(Other)	2
(Refused)	1

67. Which one of the following best describes the neighborhood of Cambridge you live in?

North Cambridge	15%
Porter Sq.	7
Agassiz	5
West Cambridge	15
Area 4	3
Riverside	6
Central Sq.	11
Cambridgeport	8
Kendall Sq.	1
East Cambridge	11
Mid-Cambridge	8
Wellington/Harrington	2
Inman Square	1
(Other)	1
(Don't know/Ref.)	4

68. Would you please tell me in which of the following categories I read is your total household income—that is, of everyone living in your household?

\$0-11,999	4%
\$12-19,999	3
\$20-34,999	4
\$35-49,999	10
\$50-74,999	12
\$75-99,999	11
\$100,000 and over	25
(Refused/Don't know)	32

**Excellent/Good
Don't Know Shown When Greater Than 10%**

4-year Average	Variance +/-	Topic	2008	2006	2004	2002	2000
56	+14	2. City Gov./Overall Performance Don't Know	70 6	62 7	60 11	51 14	51 18
86	+5	3. Overall Quality of Life	91	86	89	85	86
83	0	4. Overall Quality of Your Neighborhood	83	84	85	80	85
64	-0	5. Place to Raise a Child Don't Know	64 12	67 8	65 11	61 15	63 13
87	+5	6. As a Place to Live	92	86	89	86	89
46	+12	7. As a Place to Retire Don't Know	58 12	50 15	45 12	45 12	46 14
78	-6	8. As a Safe Place to Live	72	73	79	76	83

**Excellent/Good
Don't Know Shown When Greater Than 10%**

4-year Average	Variance +/-	Topic	2008	2006	2004	2002	2000
64	-2	9. Sense of Community	62	64	70	62	62
80	+2	10. Race Welcoming	82	83	83	79	77
77	+3	11. Overall Appearance	80	73	83	75	77

**Excellent/Good
Don't Know Shown When Greater Than 10%**

4-year Average	Variance +/-	Topic	2008	2006	2004	2002	2000
38	-2	12. Quality of Schools K-12	36	39	36	38	40
		Don't Know	26	24	28	37	38
88	+4	13. Cultural Events	92	87	90	86	88
78	+6	14. Shopping Opportunities	84	79	77	76	80
58	+14	15. Air Quality	72	60	61	50	61
57	+14	16. Open Space/Recreation	71	63	60	54	52
50	+4	17. Job Opportunities	54	51	45	40	63
		Don't Know	18	19	21	21	15
13	+11	18. Access to Affordable Housing	24	15	15	14	9
57	+2	19. Economic Development	59	51	60	53	66
		Don't Know	15	17	15	18	11
44	+3	20. Cable Television	47	45	40	45	45
		Don't Know	21	25	25	26	25
47	+13	21. Balance of Construction/Neighborhoods	60	46	52	47	44
76	+7	22. Ability to Get Around Town	83	74	78	78	74
62	+10	23. Ability to Participate in Government	62	56	59	42	51
		Don't Know	16	20	17	21	22

Use or Participation – More Than 13 Times & Never

4-year Average	Variance +/-	Topic	2008	2006	2004	2002	2000
28 32	+3 +4	24. Library 13+ Never	31 36	26 31	32 28	27 36	27 34
30 34	+9 -7	25. Use of Recreation Facilities 13+ Never	39 27	36 29	28 33	29 37	28 37
13 74	-1 -2	26. Participate in After-School Programs 13+ Never	12 72	15 74	13 73	10 74	13 75
50 10	+3 -3	27. Visit Parks 13+ Never	53 7	50 9	54 10	46 10	51 11
40 23	+4 -0	28. Rode Bus Within City 13+ Never	44 23	39 21	37 25	41 24	44 23
1 79	-0 -2	29. Attended City Council Meeting 13+ Never	1 77	1 78	1 77	1 77	1 83
5 64	+2 -2	30. Watched City Council Meeting on TV 13+ Never	7 62	6 59	3 64	6 62	5 70
82 11	+8 -4	31. Used the Internet 13+ Never	90 7	82 11	84 9	78 17	83 6
11 46	+11 -22	32. Visited Cambridge Website 13+ Never 3-12	22 24 -	22 27 32	12 40 31	6 51 22	3 67 15
6 34	+1 -4	33. Called City Department for Service 13+ Never 3-12	7 30 -	7 28 39	8 32 31	6 37 25	5 39 32

City Services
Excellent/Good – Don't Know

4-year Average	Variance +/-	Topic	2008	2006	2004	2002	2000
75	+4	35. Police Excellent/Good Don't Know	79 3	76 7	78 10	75 12	73 9
79	+9	36. Fire Excellent/Good Don't Know	88 9	82 12	78 19	80 18	77 19
85	+1	37. Garbage Collection Excellent/Good Don't Know	86 2	80 2	85 2	86 3	88 2
83	+3	38. Recycling Excellent/Good Don't Know	86 2	85 2	86 2	80 3	82 2
75	+2	39. Library Services Excellent/Good Don't Know	77 16	76 16	77 17	74 22	75 16
64	+6	40. Recreational Programs/Facilities Excellent/Good Don't Know	70 18	68 18	64 21	62 23	64 22
80	+4	41. Park & Park Maintenance Excellent/Good Don't Know	84 2	82 3	82 4	80 6	78 5
59	+4	42. Street Maintenance & Cleanliness Excellent/Good Don't Know	63 1	55 0	57 1	61 1	63 1
59	+1	43. Snow Removal Excellent/Good Don't Know	60 5	50 5	64 8	66 15	56 12
36	+11	44. Ease of Private Car Travel Excellent/Good Don't Know	47 7	40 9	40 6	32 9	33 6
81	+1	45. Ease of Public Transportation Excellent/Good Don't Know	82 5	78 5	82 4	82 3	83 2

**City Services
Excellent/Good – Don't Know**

4-year Average	Variance +/-	Topic	2008	2006	2004	2002	2000
58	+5	46. Animal Control Excellent/Good	63	59	61	54	59
		Don't Know	23	23	26	30	25
36	+13	47. Parking & Traffic Regulation Ex/Good	49	44	38	33	31
		Don't Know	5	6	5	6	3
35	+4	48. Senior Services Excellent/Good	39	36	33	35	35
		Don't Know	55	54	58	55	55
38	+8	49. Planning and Zoning Excellent/Good	46	37	41	36	40
		Don't Know	24	31	27	31	23
51	+3	50. Sidewalk Maintenance Excellent/Good	54	51	50	50	53
		Don't Know	1	3	2	3	1
42	+5	51. Children & Youth Services Excellent/Good	47	47	44	36	43
		Don't Know	41	42	44	52	44
71	+6	52. Health & Hospital Excellent/Good	77	72	71	75	68
		Don't Know	10	15	18	20	18
47	-3	53. School and Education Excellent/Good	44	45	47	48	48
		Don't Know	23	22	24	29	30
74	-0	54. Water/Sewer Services Excellent/Good	74	77	73	71	76
		Don't Know	8	8	9	10	6
71	+4	55. Public Information Excellent/Good	75	77	72	67	68
		Don't Know	7	6	8	9	7

OVERALL EXPERIENCE

4-year Average	Variance +/-		2008	2006	2004	2002	2000
41	+8	Totally Satisfied	49	47	46	35	37
		Totally Dissatisfied	4	3	4	5	2